



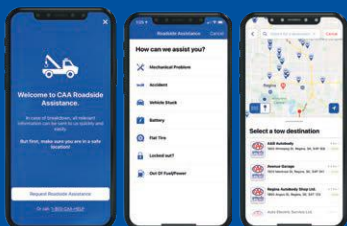
INSURANCE  
TRAVEL  
AUTOMOTIVE  
REWARDS



**MEMBERSHIP HANDBOOK**

# TRAVEL WITH CONFIDENCE

KNOWING ROADSIDE ASSISTANCE  
IS JUST A TAP AWAY



Available on the  
App Store

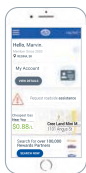


GET IT ON  
Google Play

## HOW TO OBTAIN ROADSIDE ASSISTANCE

### ALL MEMBERS

Request and manage through the CAA App.



Online ..... [caask.ca/roadside](https://caask.ca/roadside)

Toll Free ..... 1.800.222.4357

Alternate line ..... 1.306.791.4357

**PREMIER MEMBERS** ..... 1.866.773.6222

**TTY (HEARING IMPAIRED)** ... 1.306.780.6788

### Disclaimer

At time of publication, all the services and benefits featured in this handbook were in effect. However, these services may be cancelled or altered from time to time without prior notice from CAA Saskatchewan, its affiliates, or its suppliers. For the most up-to-date information, please visit [caask.ca](https://caask.ca). All monetary amounts described in this handbook are in Canadian currency.

CAA Saskatchewan has the right to revoke a membership for cause.

We may contact you strictly to update you with important information on the status of your membership.

® CAA, CAA emblem, CAA Plus, AARS, CAA Rewards, CAA Dollars, CAA Discounts and CAA Member Experiences trademarks owned by, and use is authorized by, the Canadian Automobile Association.

® TripTik, TourBook, CAA Rewards registered trademarks are owned and use granted by the American Automobile Association.

# CONTENTS

For more information visit [caask.ca](http://caask.ca)

## CAA SASKATCHEWAN MEMBERSHIP COVERAGE

Comparison Chart .....	5
Level Overview & Extensions .....	6

## MEMBERSHIP SERVICES

Personal Accident Insurance .....	8
Additional Coverage Options .....	8
Trip Accident & Trip Interruption Assistance .....	9

## VEHICLE MAINTENANCE & REPAIR

Regina Battery Depot .....	11
Car Care Centre .....	11
Approved Auto Repair Services (AARS) .....	11
CAA Battery Service .....	11

## TRAVEL

CAA Travel .....	12
WestWorld Tours .....	12

## INSURANCE

CAA Insurance .....	13
PlatesPLUS Package Policy .....	13
Home Insurance .....	13
Bundle Home and Auto .....	14
Travel Insurance .....	14
Health & Dental .....	14
Life Insurance .....	14

## ADDITIONAL SERVICES & BENEFITS

CAA Saskatchewan Magazine .....	15
Advocacy and Safety .....	15
Merchandise .....	16
CAA Rewards .....	16

## AUTOMOTIVE SERVICES

Roadside Assistance & Eligibilities .....	18
Complete Details .....	18
Additional Premier Services .....	21
Scope of Service .....	21
Alternate Services .....	21
Extreme Weather .....	22
Limitations .....	22
Service Comments .....	23

# WELCOME



## *Welcome!*

It's a great time to belong to the CAA Saskatchewan family.

Your CAA membership opens the door to a world of valuable benefits and savings that travel with you almost anywhere you go in North America, Mexico and even in Europe. We want to provide Members with freedom and confidence when they go exploring.

You are encouraged to take a few moments to read through this handbook and discover the many advantages of being a CAA Member. This valuable information will help ensure you understand how to get the most from your membership.

Along with the roadside assistance, CAA Members appreciate and value the CAA Rewards®, Insurance, Travel, and Automotive benefits that are included with their membership.

If you have any questions or concerns, please visit [caask.ca](http://caask.ca), call us or visit the CAA Store nearest you. We look forward to serving you.

Fred Titanich

A handwritten signature in black ink, appearing to read 'Fred Titanich', written in a cursive style.

President & CEO  
CAA Saskatchewan

# CAA SASKATCHEWAN MEMBERSHIP COVERAGE

BENEFITS	PREMIER/RV	PLUS/RV	BASIC	VALUE
	Highest Level	Most Popular	Just the Essentials	A la Carte
Roadside Assistance Calls	5	4	4	0
CAA Rewards®	✓	✓	✓	✓
Towing	Up to 160 km plus one tow up to 320 km¹	Up to 160 km¹	To nearest contractor or up to 5 km¹	
Fuel Delivery	Free Delivery & Fuel	Free Delivery & Fuel	Free Delivery	
Locksmith for Vehicle	Up to \$100	Up to \$100	Up to \$50	
TripTiks®, TourBooks®, Maps	FREE	FREE	FREE	FREE
Trip Interruption¹	\$600 breakdown			
Trip Accident¹	Up to \$2,000	Up to \$600	Up to \$300	
Personal Accident Insurance²	\$10,000	\$10,000	\$5,000	\$5,000
Vehicle Return Benefit	Up to \$500			
Two Free Days of Car Rental with Tow	✓			
Ride and Bike Assist	✓	✓	✓	
Notary Services	✓			
Dedicated Toll Free Telephone Number	✓			
Home Lockout Service³	Up to \$100			

Coverages with indicated dollar amounts and numbers, are available as an annual limit per membership year.

¹ See inside for more details.

² Refer to the PAI Insurance certificate for complete details. (Policy No.0013)

³ Service is restricted to single dwelling entrances listed as the home address on the membership file and does not include main security doors.

**Basic:** Is recommended for people who do not travel far from home, with coverage for towing up to 5km or back to the contract facility, battery boosts, tire inflation & changing, fuel delivery, and locksmith services. In addition, provides TripTiks®, TourBooks® and maps, Personal Accident Insurance (PAI), and discounted passport photos.

**Plus & Plus RV:** Is best for people who do any highway driving. Providing everything in a Basic membership with additional towing (up to 160 km), fuel and locksmith service benefits, as well as coverage to Members with motorcycles. With Plus RV, full service is also provided to your dual-wheel pick-up camper, raised-roof van, motorhome or recreational trailer (excluding livestock trailers).

**Premier & Premier RV:** Providing everything in the Plus and Plus RV membership with the addition of one tow up to 320 km and an extra roadside assistance call, we recommend this level to the adventurers who like to travel. Also available is a complimentary two-day car rental with a tow<sup>1</sup>, worldwide travel & medical assistance, as well as Trip Interruption assistance.

<sup>1</sup> See page # 21 for additional Premier Roadside Assistance.

**Value:** This membership is for those who may have a new vehicle with roadside assistance but knows the benefits of the membership: You can continue your years of loyalty, continue your PAI coverage, and benefit from the CAA Rewards® program.

Roadside assistance not included with a Value (A la Carte) membership.

**Associate Membership:** Provides complete coverage for any individual age 16 or over living at the same residence and mailing address as the Primary Member. Exceptions will be allowed for school attendance away from home.

**Your Membership Card:** Keep your CAA membership card with you at all times. It is your access to all the services and benefits outlined in this handbook and more. Whether you are in your vehicle or a passenger in another vehicle, your card gives you your selected level of coverage as well as deals and discounts with many CAA Rewards® partners.

Don't forget to download the CAA App and take your membership and access to roadside assistance and the rewards program with you wherever you go.

**Your CAA Membership:** As the Primary Member you are able to maintain your membership over the phone, in store, online and through the CAA mobile app.

CAA Saskatchewan believes strongly in your right to privacy. We limit the collection of names, addresses and marketing information about our Members to only that which is necessary to administer business, provide superior service, and offer opportunities that may be of interest to you. Any processing of CAA Member information by third parties is limited by and performed under strict supervision of CAA. If you would like to receive a complete copy of our privacy policy, or if you would like your information excluded from regular mailings, contact any CAA Saskatchewan Store.

Membership dues are non-refundable with the exception of deceased Members.

# MEMBERSHIP SERVICES

Personal Accident Insurance is included with your CAA membership at no additional cost. This program covers Members while driving, or as a passenger in a vehicle, and even as a pedestrian. Coverage is worldwide.

## Personal Accident Insurance – Peace of mind. Anywhere. Anytime.

CAA provides our accident insurance through CAA Insurance Company.

Members are covered in the event of death, or injuries that result in loss of limb or loss of sight resulting from an accident with a motor vehicle, plane, ship, public transport or farm machines (designed to be ridden). Coverage extends to children under the age of 16 living in the same household.

Complete details of the policy benefits, terms, conditions, limitations and exclusions can be found in the policy certificate you received when you joined CAA or you can request a certificate of insurance from any CAA Store.

MEMBERSHIP LEVEL	COVERAGE
Value & Basic	\$5,000
Plus & Premier	\$10,000

**Children Under 16:** 25% of the base portion of your Personal Accident Insurance (PAI) coverage is provided for all children of the Primary and/or Associate Member up to their 16<sup>th</sup> birthday while living in the same household. Roadside assistance is not included for children under the age of 16 who do not have a membership of their own.

## Additional Coverage Options

We know that our Personal Accident Program is perfect for those who travel frequently, are not protected with life and accident coverage through work or simply want to top up their existing coverage.

To purchase your Personal Accident additional coverage visit us online at [caask.ca/pai](https://caask.ca/pai), call us or drop into your closest CAA Store.

For claims or inquiries call 1.844.975.0445.

ADDITIONAL COVERAGE OPTION		ANNUAL FEE
Option 1	\$15,000	\$7.50
Option 2	\$30,000	\$15.00
Option 3	\$45,000	\$22.50
Option 4	\$90,000	\$45.00

Refer to your Insurance Certificate for complete details. (Policy No. 0013)



## **Trip Accident and Trip Interruption Assistance**

If your vehicle is disabled for 24 hours or more and you are 160 km or more from home, you may qualify for a reimbursement to help offset the cost of certain out of pocket expenses, including restaurant meals, accommodations, car rental or other commercial transportation to get you home or to your point of destination.

**Basic and Plus (including Plus RV) Members** are eligible to apply in the event of a motor vehicle collision.

**Premier (Including Premier RV) Members** are eligible to apply in the event of a motor vehicle collision, vehicle theft or vandalism or mechanical failure.

**Reimbursement is based on the membership level at the time of the incident.**

### **Eligible Expenses**

- ▶ Accommodations \$150/day
- ▶ Meals \$50/day per member/child
- ▶ Car rental/taxi/private transportation \$75/day
- ▶ Other commercial transportation (eg air fare) \$600 total for Plus & Premier/\$300 total for Basic

The combined annual limit payable for the trip interruption benefits is as follows:

**Basic Members –Collision - \$300**

**Plus Members – Collision - \$600**

**Premier Members – Collision/theft/vandalism - \$2,000**

**Premier Members – Mechanical breakdown - \$600**

### **Terms and Conditions:**

- ▶ Vehicle must be deemed unsafe and/or inoperable in the event of a mechanical failure
- ▶ Collisions/theft/vandalism must be reported to police and a police report or documentation from your insurance provider must be submitted
- ▶ Only costs incurred within 72 hours of the trip interruption are eligible
- ▶ Claims must be submitted within 60 days of trip interruption
- ▶ Itemized receipts must be submitted with claims

Refer to the website or call any CAA Saskatchewan Store for additional information.

## **Vehicle Return Benefit**

### **Premier (including Premier RV) Members**

Premier Members that encounter an unexpected illness or injury that prevents them from completing their trip may be eligible for the Vehicle Return Benefit which provides up to \$500 for transportation of the vehicle back to their primary residence. Proof of illness/injury must be provided by a licensed medical facility or practitioner.

Benefits for Trip Interruption and the Vehicle Return Benefit are not payable for travel that does not meet the definition of covered travel, and for any loss, injury, illness, delays and/or expenses due to:

1. Alcohol or substance abuse, or related illnesses
2. An accident occurring when the vehicle is being driven by an unlicensed driver
3. Personal property that is damaged or destroyed
4. Any liability for injuries or property damage
5. The commission or attempted commission of an illegal act
6. Cost of repairs to the vehicle
7. Carrier caused delays
8. Participation in professional athletic events of motor competition (including training)
9. Cost of meals, accommodations and substitute transportation resulting from delays caused by routine maintenance or minor repairs to the vehicle
10. Cost of fuel and optional insurance when a car rental is required
11. Taxis, limousines, school buses, flatbed trucks, cube vans, off-road and commercial purpose vehicles

**The Trip Interruption and Vehicle Return benefits are only available for travel within Canada and the USA.**

# VEHICLE MAINTENANCE AND REPAIR

## Regina Battery Depot

Regina Battery Depot (RBD) is a proud member of the CAA family. For over 40 years, RBD has served Regina and area with outstanding customer service, supplying every battery imaginable. From golf cart batteries, power tool battery pack rebuilds, and motorcycle and ATV batteries we've got it. Owned and operated by CAA Saskatchewan, Members receive 10% off every purchase just by showing their card! Call 306.522.2221.

## Car Care Centre

**Members save 10% on labour for most services.**

Located at RBD, our Car Care Center offers quality maintenance and repair for almost any vehicle, and their work is backed by CAA. From air conditioning to brakes, SGI inspections to oil changes, CAA Car Care Center can look after you and your vehicle. Call 306.791.9500 for an appointment.

## Approved Auto Repair Services (AARS)

Approved Auto Repair facilities are located throughout the province and across the country. They are CAA approved and provide honest and quality service.

These facilities are identified by the CAA logo on their buildings. A complete list of Saskatchewan locations is available at: [caask.ca/AARS](https://caask.ca/AARS)

## CAA Battery Service

With CAA Battery Service we will come to you, test and install a new battery if needed. The test is quick, accurate and, best of all, it's performed by CAA. No need to make an appointment — no need to be towed.

If you require a new battery, as a Member, you can purchase one on the spot, and our technicians will install a new CAA battery in your vehicle while you wait. Our specially-designed Battery Service vehicles are equipped with a full line of batteries and accessories to fit almost any vehicle. If warranty work is required please call 1.800.222.4357. CAA Battery Service is available in Regina and Saskatoon. Battery service is not available 24 hours a day.

## CAA Travel

With 12 Stores in the province, CAA Saskatchewan Travel offers a unique range of travel services often with special Member advantages.

Whatever your destination, CAA Travel Consultants are thoroughly trained and qualified. They proudly display their Certified Travel Consultant (CTC) or Certified Travel Manager (CTM) accreditation. With continuous supplier training initiatives and their professional and personal travel experience, our travel experts can provide you with up-to-date knowledge on the best products and services to satisfy your needs.

*For our Members we provide:*

- ▶ Special Member pricing with preferred partners<sup>1</sup>
- ▶ Discounts on travel insurance - to protect your investment and give you peace of mind
- ▶ Discounts on passport photos

Check with your Travel Consultant to determine all the benefits of booking your travel with CAA.

Online travel booking available: [caask.ca/travel](https://caask.ca/travel)

**Use your rewards for travel! Members can redeem CAA Dollars® on vacation purchases.**

<sup>1</sup> Conditions apply. Check with your local CAA Store for details.

## WestWorld Tours

Owned by CAA Saskatchewan, WestWorld Tours began operations as a premier motorcoach tour company in 2000. Today, it offers Canadians coast to coast a variety of tours which span the globe, including all coach tours, fly/coach tours, and yes, even cruises. Contact your local CAA Store to explore your WestWorld Tours vacation today.

**Members earn 25 CAA Dollars on every WestWorld Tours booking.**

## CAA Insurance

CAA Insurance offers a variety of products such as:

- ▶ Auto
- ▶ Property (home, condo, tenant, seasonal, farm)
- ▶ Business
- ▶ Travel
- ▶ Health & Dental
- ▶ Life

## PlatesPLUS Package Policy

CAA Saskatchewan offers extension auto insurance that works with your SGI plate coverage. PlatesPLUS is designed by CAA for CAA with the best combination of coverage and rates; underwritten by CAA Insurance Company.

**As a Member, you could be eligible for  
First-Claim Forgiveness™.<sup>1</sup>**

### ***Other Member Benefits:***

- ▶ Free downtime coverage for rental vehicles (only available when physical damage coverage is purchased)
- ▶ Earn CAA Dollars

Get a quote at [PlatesPLUS.ca](https://platesplus.ca)

<sup>1</sup> Some conditions apply. Talk to a CAA Insurance Consultant for full details.

## Home Insurance

We understand that having the right insurance coverage is important. Your home is likely one of your biggest investments. Protect your home, family and belongings from unexpected events.

**Members receive a 10% discount.<sup>2</sup>**

### ***Other benefits include:***

- ▶ No maximum on discounts
- ▶ Claim forgiveness endorsement

Get a quote at [caask.ca/caa-home-insurance](https://caask.ca/caa-home-insurance) or call 1.800.564.6222.

Certain conditions, limitations and underwriting guidelines apply. <sup>2</sup> Subject to certain conditions and approvals. Underwriting eligibility rules apply.

## Bundle Home & Auto Insurance

Bundle your PlatesPLUS auto and CAA Home Insurance and receive:

- ▶ Additional 10% off your home insurance
- ▶ CAA Tire Coverage<sup>3</sup>; coverage on all repairs and replacements due to a road hazard
- ▶ Combined deductibles

<sup>3</sup> CAA Tire Coverage is underwritten by CAA Insurance Company.

## Travel Insurance

CAA Saskatchewan offers members emergency medical and travel insurance options which include packages at competitive rates. Top up of existing plans is available. Member discounts are available selected plans. Get pricing at [caask.ca/insurance](https://caask.ca/insurance) or call 1.800.564.6222.

**Members save 10% on CAA Travel Insurance.**

Members save 10%\* with CAA Travel Insurance and have access to CAA Choice Care, a convenient way to seek treatment for minor ailments through Telemedicine<sup>1</sup> or House Call services in addition to urgent care or hospital emergency room.

Get a quote at [caask.ca/caa-travel-insurance](https://caask.ca/caa-travel-insurance) or call 1.800.564.6222.

\*CAA Travel Insurance is underwritten by Orion Insurance Company, a CAA Company. Certain exclusions, limitations and restrictions apply. 10% savings applies to the total premium excluding applicable taxes. Excludes Visitors to Canada Insurance.

<sup>1</sup>CAA Assistance is provided by Global Excel Management. Telemedicine and House Call Services availability may vary depending on geographical locations and current emergency medical conditions.

## Health & Dental Insurance

Build your own plan with Health care, Dental care and/or Drug coverage.

**Members earn CAA Dollars upon purchase.**

For more information, call 1.866.999.4222.

## Life Insurance

**Members can save 10% when you bundle your CAA Insurance Policy with Manulife Plans.**

## Term Life Insurance

- ▶ Three great options, 5 year, 10 year, or 20 year, to protect you and your loved ones

## Guaranteed Issue Life

- ▶ No medical exams and rates are locked in forever
- ▶ Coverage will increase by 2% every year at no extra cost for 5 years

For more information call 1.877.942.4222

## ADDITIONAL SERVICES AND BENEFITS

### CAA Saskatchewan Magazine

This informative and exciting publication, exclusive to CAA Saskatchewan Members, is printed and mailed quarterly: Spring, Summer, Fall and Winter. There are many features and articles on travel, insurance, membership, and automotive. Members will also have the inside advantage to learn more about CAA's advocacy and safety for drivers, cyclists, pedestrians, and travellers as well as keeping up-to-date on consumer trends and environmental issues.

Digital issues of CAA Saskatchewan Magazine are also available at: [caask.ca/caamagazine](https://caask.ca/caamagazine)

### Automotive Consumer and Safety Information

Since CAA Saskatchewan first opened its doors in 1917, the organization actively represents Members' interests to governments, decision makers and industry on issues ranging from road and travel safety, highway infrastructure and the environment.

We represent Members' interests in the areas of highway infrastructure at the provincial and national level, and strive to focus public awareness on public concerns such as, texting and driving, distracted driving, impaired and cannabis/impaired driving, gas prices, senior drivers and CarFit, teen driving, road safety/Worst Roads and vehicle/bike safety. [caask.ca/safety](https://caask.ca/safety)

Since 1951, CAA Saskatchewan has owned and managed the CAA School Safety Patrol program. There are approximately 4,600 patrollers active in 70 communities involving approximately 160 schools province-wide. [caask.ca/patrollers](https://caask.ca/patrollers)

School zones are increasingly becoming more dangerous which is why CAA has added School Zone Safety and the CAA School Zone Safety Assessments to our safety programs. [caask.ca/schoolzonesafety](https://caask.ca/schoolzonesafety)

CAA also provides consumer information on driving costs, ecological impact of new vs. older vehicles, fuel efficiency, hybrids and electric vehicles, gas price monitoring, consumer education, and recycling your ride. [caask.ca/consumer-education](https://caask.ca/consumer-education)

## Approved Hotels & Motels



Each year thousands of establishments are inspected to be CAA/AAA approved. Besides meeting the CAA/AAA high standard of quality, many display the CAA/AAA “approved” emblem that indicates a particular interest in serving Members. These establishments are given “Diamond Ratings” (one to five diamonds) to reflect quality.

Saskatchewan has two Four Diamond hotels including Saskatoon’s Delta Bessborough and the Hotel Saskatchewan, Autograph Collection, in Regina.

While these establishments are not required to offer a discount to CAA/AAA Members, if they choose to do so, the CAA Rewards icon appears in the listing.

If you are overcharged or dissatisfied with a service you receive, complete a comment form available at any CAA Store and we will assist you in resolving the problem. Original receipts are required.

## Merchandise

CAA Saskatchewan offers a wide variety of merchandise including Samsonite luggage, Tilley Hats & Clothing, auto and travel accessories. Shop online at [caask.ca/shop](https://caask.ca/shop) or in-store.

**Members receive special pricing on most merchandise  
and earn 10% in CAA Dollars.**

## CAA Rewards®

The CAA Rewards program offers CAA Members substantial savings at a wide variety of establishments, attractions, retailers and merchants throughout the world. Simply show your CAA membership card wherever you see the CAA Rewards sign.

Also, look for the AAA Discounts & Rewards® sign at international partner locations.



Rewards



**DISCOUNTS  
»» REWARDS®**



The CAA Rewards program offers Members two ways to save:

**CAA Discounts®:** Immediate, point of sale discounts on merchandise or services at participating partners.

**CAA Dollars®:** Accumulate CAA Dollars in your membership account at participating partners. For every one CAA Dollar earned, you'll be able to redeem 1 Canadian Dollar. You can redeem a portion or the entire CAA Dollars balance for a variety of CAA Saskatchewan products and services including travel, merchandise, insurance, at a CAA Car Care Centre, or toward your membership. To learn more, visit [caask.ca/caadollars](https://caask.ca/caadollars).  
[caarewards.ca/caask](https://caarewards.ca/caask)

# AUTOMOTIVE SERVICES

## Roadside Assistance

Roadside assistance is available 24 hours a day, seven days a week, across Canada and the U.S., to assist you when the vehicle you are either driving or riding in breaks down. Your CAA Saskatchewan membership coverage applies to the services listed below.

### • **Eligibility**

Any Member who is driving or travelling in an approved vehicle is eligible for service. Your CAA membership covers you, not your vehicle, and is non-transferable. It will not cover service to non-members, relatives, spouses or friends, nor will it be rendered to an unattended vehicle. Members will be required to show their membership card and photo identification at the time of service. If circumstances (acceptable to CAA) prevent you from being present, you must advise CAA that a representative will present your card when the driver arrives. Only one roadside assistance call per breakdown will be allowed.

### • **Eligible Vehicles**

Roadside assistance applies to licensed four-wheel motor-driven vehicles of the passenger, pleasure or recreational type<sup>1</sup>, regardless of licence designation. Dual-wheel camper/motorhomes qualify for full service with the exception of towing/extrication and tire service for which a Plus RV or Premier RV membership is required. All trucks with campers in box require Plus RV or Premier RV. The Club or its contractor will refuse to tow an unregistered vehicle. Recovery of light duty trailers (excluding fifth-wheel trailers) being towed at the time of disablement can be provided at the Member's expense.

Motorcycle service is available under the terms of CAA Plus or Premier membership.

Service acquired in the U.S. on motorcycles and trailers carrying snowmobiles or boats must be paid for on site and receipts for reimbursement can be submitted for consideration to CAA Saskatchewan.

Excludes: Fleet vehicles, flatbed trucks, cube van, commercial purpose vehicles, limos and taxis.

<sup>1</sup> Rented passenger vehicles are eligible for service. NOT eligible for service are taxis, limousines, school buses, flatbed trucks, cube vans, off-road and commercial purpose vehicles.

### • **Roadside Assistance: Complete Details**

The following services will be provided to return your vehicle to a driveable condition. If these attempts are unsuccessful after reasonable effort by the service provider, towing service will be provided as per the terms of your membership.

- **Minor Mechanical Adjustments:** Minor/temporary adjustments will be made in an attempt to enable your vehicle to operate safely under its own power.
- **Battery Boost:** A battery boost will be provided in an attempt to start your vehicle. If any qualified vehicle cannot be started within a reasonable amount of time, the towing provision will apply.
- **Battery Service:** CAA Saskatchewan will test, boost and replace your battery if needed through the Battery Service program. If the test shows a new battery is required you can purchase one on the spot. CAA Battery Service is available in Regina and Saskatoon. Battery service is not available 24 hours a day.
- **Flat Tire:** On any four-wheeled vehicle your spare tire will be installed if it is inflated and serviceable. When this service is performed the wheel lug nuts must be re-torqued after the vehicle has been driven 50 kilometres or before it is operated at highway speeds.

Also remember that there are limitations on the speed and distance a space saver spare tire can be driven. If the spare tire is flat, wheel lug nuts and/or the spare tire holder are seized, the security wheel lock system is damaged or missing, or the security key and the wheel cannot be removed, the vehicle will be towed in accordance with the terms of your membership. *Note: CAA is not responsible for the damage to a spare tire holder if it is seized from corrosion, lack of use, or frozen due to ice and snow.*

Service does not include: repairs; additional trips to deliver a repaired tire; installation or removal of tire chains; mounting, dismounting or shifting of tires; or seasonal tire changeovers.

For Plus RV or Premier RV Members, a flat tire will be replaced with your inflated spare tire on a trailer, with the same service limitations as listed above. CAA Plus or Premier coverage provides towing services for motorcycles.

Canadian registered vehicles will not be towed into the U.S for repairs due to U.S. border and trucking regulations.

- **Fuel Delivery:** A sufficient supply of fuel will be delivered to your disabled vehicle to enable you to reach the nearest open service station or cardlock facility or your vehicle will be towed to a facility where fuel is available. The cost of the fuel will be at the Member's expense and based on current pump prices at the time of delivery. (CAA Plus and Premier

Members receive a sufficient amount of fuel free of charge.) CAA Saskatchewan cannot guarantee the availability of specific brands or octane ratings. The Member is responsible for the cost of diesel exhaust fluid. There are areas of the province where diesel exhaust fluid is not available 24/7.

- **Lockout Service:** If your keys are locked inside the vehicle, a service provider will be sent to gain entrance.

If your keys are lost or broken, or the service provider cannot gain entrance to your vehicle, locksmith service (up to \$50 for CAA Basic members and \$100 for CAA Plus and Premier members) will be provided. Key fob service is not included. In cases where the vehicle cannot be made operable, towing service will be provided in accordance with the terms of your membership.

- **Extrication:** Your vehicle will be extricated when it can be safely reached from a normally travelled and maintained road or thoroughfare. This excludes beaches, vacant lots, private logging roads, frozen lakes, winter roads, fields, tote roads and any other hard-to-reach place requiring special equipment. Surcharges may apply if special equipment is required.

Roadside assistance cannot be rendered to a vehicle that is snowbound in a driveway, lane, road or street. If special equipment, more than one vehicle, or more than one person is required, the associated cost will be at the Member's expense. CAA Plus and Premier extends coverage to include, as required, the service of a second vehicle for up to one hour at the scene of disablement. If the vehicle is unable to be operated after the extrication, the extended towing benefit will apply.

- **Towing:** When your vehicle cannot be safely driven after attempting any of the listed roadside assistance services, it will be towed to the nearest contract facility or five kilometres for basic Members or 160 km for CAA Plus and Premier Members, from the point of disablement in any direction. CAA Premier Members are entitled to one tow of up to 320 km per year (as part of their five eligible calls). A charge per kilometre will be applied by the service facility to any additional mileage over covered distance. A Member requiring more than their four (or five for Premier) roadside assistance calls in a membership year will be charged for subsequent calls. Members with ten consecutive years with CAA also receive one additional roadside assistance call.

- ***Bike Assist:*** If your bicycle lets you down, give us a call and we will transport you and your bike to your required destination: within the towing coverage stated in the membership level you have chosen.

- ***Ride Assist:*** CAA will help Members that are unable to personally drive their vehicle home due to personal health issues, broken or lost prescription eye wear or related vision concerns, and other physical impairments.

- ***Additional Premier Roadside Assistance***

As a CAA Premier Member, you'll enjoy even more benefits on the road.

If your Vehicle is towed as a part of your allowed CAA roadside calls and you are stranded without transportation you are eligible for a car rental (up to a full-size vehicle) for a maximum of two days. This benefit is valid for Premier Members who are within 160 km of their residence (if the breakdown is more than 160 km from your residence please refer to the Trip Accident/Trip Interruption section of this handbook). The Premier Member has up to 48 hours from the time of the tow to rent a vehicle. Claims must be submitted within 30 days. Extra day rental charges, upgrades, vehicle insurance, mileage, and fuel charges are the responsibility of the Member. This benefit can be used once in a membership year.

- ***Scope of Service***

Under your membership, roadside assistance will be provided without charge from the nearest available CAA contractor.

For your protection, service cannot be provided to an unattended vehicle. In extenuating circumstances, an exception may be made if prior arrangements have been made with CAA Saskatchewan.

In certain areas, service is provided by independent contractors who are not employees of CAA Saskatchewan or its affiliates. Responsibility for loss, damage or unsatisfactory workmanship lies with the contractor providing the service.

CAA Saskatchewan disclaims any responsibility for loss of work time or any other expenses resulting from service delay.

- ***Alternate Services***

Service delays are sometimes unavoidable due to heavy demands during extreme weather conditions. You can also avoid telephone delays by requesting roadside assistance online at [caask.ca](http://caask.ca) or through the CAA mobile app. If you

are unable to reach CAA, you may call the nearest available service provider. For reimbursement consideration, you must provide the original receipt within 30 days of the date of service. Please include your name, membership number, date, nature and location of service.

The rules and regulations of CAA Roadside Assistance Services are subject to change. If you have any questions, please contact CAA Saskatchewan.

Damage claims and service complaints must be reported to CAA Saskatchewan within 30 days of a roadside assistance request.

All claims are investigated and fraudulent claims will be prosecuted. CAA Saskatchewan will not consider damage claims that have been repaired prior to an inspection by the CAA investigation staff or its agents.

### ● **Extreme Weather**

CAA Roadside Assistance may not be available during severe weather, such as blizzards or whiteout conditions, when poor visibility and unsafe roads prevent our service providers from reaching stranded motorists. Before travelling, please follow these important tips:

1. Check road and weather conditions. Delay travel if visibility and travelling conditions are poor.
2. Pack a vehicle emergency survival kit, including a fully-charged cell phone and car charger.
3. Plan your route in advance and let others know your route and expected travel time.
4. Pack clothing appropriate for the weather and also non-perishable food and water.

### ● **Service Limitations**

Services not covered by your membership include:

- ▶ Towing as a result of fire, theft, damage or motor vehicle accident where insurance company (SGI) or third party pre-empt's CAA towing.
- ▶ Towing when in violation of the law (example: illegal parking).
- ▶ Towing or servicing of an abandoned or dismantled vehicle.
- ▶ Repairs, parts or labour.
- ▶ Repeated towing or servicing of a vehicle in need of maintenance or repairs (one call per vehicle breakdown).
- ▶ Towing of unregistered or uninsured vehicles.

- ▶ Delivery of propane or compressed natural gas (vehicle will be towed).
- ▶ Service to vehicles over one ton or 12,000 gross vehicle weight rating (GVWR).
- ▶ Towing from SGI or police compound.
- ▶ Service to livestock trailers with or without living quarters.
- ▶ Service to a vehicle hauling livestock and/or equipment used to haul livestock.
- ▶ Service to pick-up trucks with heavy loads.
- ▶ Towing a vehicle to a scrap yard or unwanted scrap vehicles to a recycler.
- ▶ Service to cube vans, flat decks, limos, grain trucks, or semi units.
- ▶ No services available for taxis.
- ▶ Service to altered and modified vehicles is at the discretion of the roadside assistance provider. Surcharges may apply.
- ▶ CAA Saskatchewan is not responsible for after market non-original equipment manufacturer equipment and electrical devices installed on a vehicle.
- ▶ For environmental reasons, diesel fuel systems cannot be bled by CAA contractors.
- ▶ CAA Roadside Assistance is not available in Mexico

Note: Passengers allowed in tow vehicle are limited to the number of seat belts available. Alternate transportation for additional passengers will be arranged at the Member's expense.

### • **Service Comments**

It is CAA Saskatchewan's goal to provide you with the highest quality roadside assistance services available. All CAA/AAA organizations maintain the highest quality services available throughout Canada and the United States, including Alaska and Hawaii. However, certain benefits may vary from club to club. Any comments you may have will enable us to continue improving our service.

Please address your comments to:

**CAA Saskatchewan Roadside Assistance Services**  
**200 Albert Street North, Regina, SK S4R 5E2**  
 or by email at: [caa.admin@caask.ca](mailto:caa.admin@caask.ca)

## CAA Stores:

### Estevan

1208 4<sup>th</sup> Street  
306.637.2185

### Moose Jaw

80 Caribou Street West  
306.693.5195

### North Battleford

2002 - 100<sup>th</sup> Street  
306.445.9451

### Prince Albert

South Hill Mall  
#29 - 2995, 2<sup>nd</sup> Avenue W.  
306.764.6818

### Regina East

2510 East Quance Street  
306.791.4323

### Regina North

200 Albert Street  
306.791.4337

### Regina South

4528 Albert Street  
306.791.4322

### Saskatoon East

3110 - 8<sup>th</sup> Street East  
306.668.3770

### Swift Current

15 Dufferin Street West  
306.773.3193

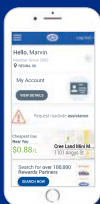
### Weyburn

#28 - 110 Souris Avenue  
306.842.6651

### Yorkton

159 Broadway Street East  
306.783.6536

**1.800.564.6222**  
**caask.ca**



**Download the  
CAA Mobile App**



Available on the  
**App Store**

GET IT ON  
**Google Play**



**We've got it!**

**306.522.2221**



**Car Care  
Centre**

**306.791.9500**

**980 Dewdney Avenue**